

Program A: Administrative Support

Program Authorization: Act 44 of 1998

PROGRAM DESCRIPTION

The mission of the Administrative Support Program (organizationally expressed as the Office of State Mail Operations) is to provide subscribing state agencies, high quality mail service which includes the pickup and delivery of interagency and U.S. mail and application at an affordable price.

The Administrative Support Program assists state agencies in reducing and controlling expenses by providing cost-effective centralized mail/messenger services. The goal of the Administrative Support Program is to provide efficient, well-organized, cost-effective mail processing and delivery services to subscribing state agencies.

OBJECTIVES AND PERFORMANCE INDICATORS

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2001-2002. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicator values are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year (the fiscal year of the budget document).

1. (KEY) To reduce the barcode reject rate in presorted first class mail to 16% by June 30, 2002.

Strategic Link: This operational link is related to Strategic Objective I:1: *To reduce the barcode reject rate in presorted first class mail to 15% by June 30, 2004.*

Louisiana: Vision 2020 Link: Not applicable

Children's Cabinet Link: Not applicable

Other Link(s): Not applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 1999-2000	ACTUAL YEAREND PERFORMANCE FY 1999-2000	ACT 2 PERFORMANCE STANDARD FY 2000-2001	EXISTING PERFORMANCE STANDARD FY 2000-2001	AT CONTINUATION BUDGET LEVEL FY 2001-2002	AT RECOMMENDED BUDGET LEVEL FY 2001-2002
K	First class presort barcode reject rate	22.0%	21.3%	18.0%	18.0% ¹	18.0%	16.0%

¹ Although the performance standard for this indicator is 18.0%, the agency projects a yearend target of 16.0% in its First Quarter Performance Progress Report for FY 2001-2002. The FY 1999-2000 reduction in TO required Administrative Support management to absorb workload. At that time OSMO predicted an increase in the reject rate because it was believed their ability to identify problems and work with agencies to reduce their reject rate would be negatively impacted. However, since that time, the barcode vendor acquired additional processing equipment with improved optics/software that was more than able to offset the expected impact the TO reduction was predicted to have.

**GENERAL PERFORMANCE INFORMATION:
ADMINISTRATIVE SUPPORT**

PERFORMANCE INDICATOR	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00
Total pieces of mail barcoded ¹	10,582,341	13,611,283
Number of first class presort pieces barcoded	7,732,711	9,018,892
Number of first class presort pieces rejected	1,700,154	1,923,518
Percentage of first class presort pieces rejected	22.0%	21.3%

¹ This performance indicator includes first class presorted mail.

RESOURCE ALLOCATION FOR THE PROGRAM

	ACTUAL 1999 - 2000	ACT 2 2000 - 2001	EXISTING 2000 - 2001	CONTINUATION 2001 - 2002	RECOMMENDED 2001 - 2002	RECOMMENDED OVER/(UNDER) EXISTING
MEANS OF FINANCING:						
STATE GENERAL FUND (Direct)	\$0	\$0	\$0	\$0	\$0	\$0
STATE GENERAL FUND BY:						
Interagency Transfers	0	0	0	0	0	0
Fees & Self-gen. Revenues	2,609,372	2,570,623	2,570,623	2,972,579	2,926,900	356,277
Statutory Dedications	0	0	0	0	0	0
Interim Emergency Board	0	0	0	0	0	0
FEDERAL FUNDS	0	0	0	0	0	0
TOTAL MEANS OF FINANCING	<u><u>\$2,609,372</u></u>	<u><u>\$2,570,623</u></u>	<u><u>\$2,570,623</u></u>	<u><u>\$2,972,579</u></u>	<u><u>\$2,926,900</u></u>	<u><u>\$356,277</u></u>
EXPENDITURES & REQUEST:						
Salaries	\$210,329	\$214,153	\$214,153	\$221,890	\$221,890	\$7,737
Other Compensation	53,785	64,324	64,733	64,733	64,733	0
Related Benefits	47,280	56,316	55,907	57,309	57,309	1,402
Total Operating Expenses	2,297,151	2,234,230	2,234,230	2,628,647	2,582,968	348,738
Professional Services	0	0	0	0	0	0
Total Other Charges	0	0	0	0	0	0
Total Acq. & Major Repairs	827	1,600	1,600	0	0	(1,600)
TOTAL EXPENDITURES AND REQUEST	<u><u>\$2,609,372</u></u>	<u><u>\$2,570,623</u></u>	<u><u>\$2,570,623</u></u>	<u><u>\$2,972,579</u></u>	<u><u>\$2,926,900</u></u>	<u><u>\$356,277</u></u>
AUTHORIZED FULL-TIME EQUIVALENTS: Classified	10	10	10	10	10	0
Unclassified	0	0	0	0	0	0
TOTAL	<u><u>10</u></u>	<u><u>10</u></u>	<u><u>10</u></u>	<u><u>10</u></u>	<u><u>10</u></u>	<u><u>0</u></u>

SOURCE OF FUNDING

This program is funded from Self-generated revenue derived from the sale of messenger and mail services to other state agencies.

ANALYSIS OF RECOMMENDATION

GENERAL FUND	TOTAL	T.O.	DESCRIPTION
\$0	\$2,570,623	10	ACT 2 FISCAL YEAR 2000-2001
			BA-7 TRANSACTIONS:
\$0	\$0	0	None
\$0	\$2,570,623	10	EXISTING OPERATING BUDGET – December 15, 2000
\$0	\$5,823	0	Annualization of FY 2000-2001 Classified State Employees Merit Increase
\$0	\$3,316	0	Classified State Employees Merit Increases for FY 2001-2002
\$0	(\$5,219)	0	Risk Management Adjustment
\$0	(\$1,600)	0	Non-Recurring Acquisitions & Major Repairs
\$0	\$111	0	UPS Fees
\$0	(\$129)	0	Civil Service Fees
\$0	\$159,000	0	Other Adjustments - Postage barcode adjustment to reflect anticipated customer postal needs for FY02
\$0	\$9,335	0	Other Adjustments - Office of Information Services adjustment to reflect assessment fees to be charged for computer support services
\$0	\$185,640	0	Other Adjustments - Postage increased costs pursuant to approved first class United Postal rate increases for FY02
\$0	\$2,926,900	10	TOTAL RECOMMENDED
\$0	\$0	0	LESS GOVERNOR'S SUPPLEMENTARY RECOMMENDATIONS
\$0	\$2,926,900	10	BASE EXECUTIVE BUDGET FISCAL YEAR 2001-2002
			SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE:
\$0	\$0	0	None
\$0	\$0	0	TOTAL SUPPLEMENTARY RECOMMENDATIONS CONTINGENT ON NEW REVENUE
\$0	\$2,926,900	10	GRAND TOTAL RECOMMENDED

The total means of financing for this program is recommended at 113.9% of the existing operating budget. It represents 104.7% of the total request (\$2,796,653) for this program. The major change from existing operating budget to total recommended is associated with personnel costs and postage increases itemized above. The major difference between total request and total recommended is the projected inflation costs of \$43,869 that was not included in total recommended in accordance with statewide policy guidelines. The recommended level provides adequate funding to continue mail operations and messenger services to user agencies at current level.

PROFESSIONAL SERVICES

This program does not have funding for Professional Services for Fiscal Year 2002.

OTHER CHARGES

This program does not have funding for Other Charges for Fiscal Year 2002.

ACQUISITIONS AND MAJOR REPAIR

This program does not have funding for Acquisitions and Major Repairs for Fiscal Year 2002.